

## **TRICARE Operations and Patient Administration (TOPA)**

### **TRICARE**

Access information regarding TRICARE 24/7 via [www.tricare.mil](http://www.tricare.mil). The “I want to...” section at [www.tricare.mil](http://www.tricare.mil) is your gateway to:

- |  |                                   |
|--|-----------------------------------|
| *Enroll in or Purchase a plan            | *Change your Primary Care Manager |
| *File or check a claim                   | *See what’s covered               |
| *View Referrals and Prior Authorizations | *Compare Plans                    |
| *Find a Doctor                           | *Manage Prescriptions             |

Get enrollment assistance and answers to questions through your regional contractor’s Website or toll-free call center:

United Healthcare Military & Veterans  
Phone 1-877-988-WEST (1-877-988-9378)  
(530)634-2941 option 4, option 3  
[www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)

### **Beneficiary Counseling and Assistance Coordinator (BCAC)**

A BCAC is located within the TOPA Flight and can assist you with your healthcare needs, such as enrollment concerns, access issues, and covered benefits. The BCAC can be reached at (530)634-4817.

### **Patient Administration**

The Patient Administration office can assist you with administrative functions such as:

- |   |  |
|---|--|
| *Medical Records copy request           | *Patient Registration                      |
| *Patient Travel                         | *Line of Duty Program                      |
| *Medical Quarters                       | *Exceptional Family Member Program         |
| *Admissions and Dispositions Program    | *Physical Evaluation Board Liaison Officer |
| *Air Force Secretarial Designee Program |  |

Questions can be referred to the Patient Administration office at (530)634-2941 option 4, option 2.

### **Referral Management Center (RMC)**

The RMC is your “one stop shop” for all specialty care referrals and consultations. The RMC is conveniently located next to the Patient Administration window for easy patient access. The RMC provides patients with advice concerning referral and treatment options, and answers any questions patients may have concerning their specialty care referral.

All referral questions can be directed to the RMC at (530)634-2941 option 4, option 1.